
**City of National City
National City Public Library**

Appendix 4: Library Plan of Service

**Submitted in partial fulfillment of the
California Reading and Literacy
Improvement and Public Library
Construction and Renovation Bond Act of
2000**

June 14, 2002

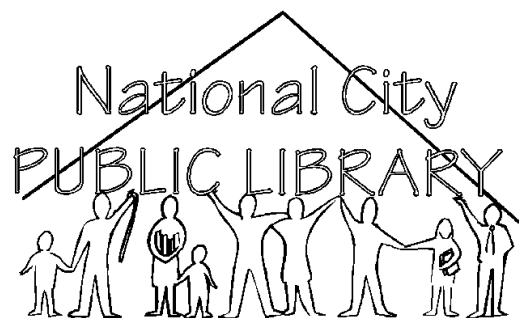


Table of Contents

Executive Summary	1
Mission Statement.....	3
Goals and Objectives	3
Types of services to be offered	9
Staffing.....	9
Programming.....	9
Hours of Service	10
Collections	10
Special Services	11
Relevant Community Services or Partnerships.....	12
Joint Venture Project.....	15
Jurisdiction-wide service	17
Technology	18
Executive Summary	18
National City's Technology Plan	20
Software	22
Training.....	24
Support.....	25
How Technology will Meet National City's K-8 Students' Needs.....	25

Executive Summary

The City of National City's Community Library Needs Assessment highlights the community's identified current and anticipated library service needs. It introduced National City Public Library's (NCPL) existing services designed to meet these needs, and the constraints placed on these services by the limitations of the existing 48-year-old public library facility. These crucial services, described more fully in this Library Plan of Service, are needed and strong, but like new thread in a disintegrating old patchwork quilt, their potential efficacy is not fully available to the user community.

This Library Plan of Service proposes the staffing, programming, hours of service, goals and objectives, collection development plan, special services and partnerships, and technology required to remedy the limitations of today's NCPL services. In concert with the Library Building Plan, it offers solutions to the current library's service and physical limitations. More space, efficient use of space, and corrected spatial relationships between Library departments will expedite and enhance major services and are explained in detail in the Library Building Program. All three documents have been prepared in accordance with the requirements of the California Reading and Literacy Improvement and Public Library Construction and Renovation Bond Act of 2000 (Proposition 14 or Library Bond Act).

With the new library facility, NCPL and the City of National City expect to help citizens develop the literacy, information, and technical skills necessary to compete in a technology driven society. Expected individual impacts include the development of real world products, increased self-sufficiency, a better-trained workforce, a positive attitude about National City, and continued strong cooperation between the library, schools and local community.

How the Plan of Service meets resident's needs

This Plan proposes to continue or begin the following major services, specifically driven by community need:

Major Service	Community Need or Demographic
High quality print and new non-print collections, increased from 2.8 to 3.3 items per capita.	Equitable and free access to a wide variety of information and resources.
Library- and community-sponsored programs held in adequately sized and appropriately decorated meeting spaces and library common areas.	Free gathering space for library, school, and community programs
Increased children's collections and improved program environment.	Literacy support; multi-cultural awareness; lifelong learning
New Young Adult collections, program areas, and technology internship opportunities.	No current teen spaces; need for family income; interest and need for computer skills; encouragement to pursue higher education.
State-of-the-art Community Computer Center, designed and equipped to meet future technology needs, including training and connectivity throughout the City;	Poor residents cannot afford computers; need for technology job skills;
Literacy services, including collaborative efforts with schools and community based organizations (CBOs).	36% illiterate community; job-seeking skills; outreach to adults.
Integration of National City's multi-cultural character and 21 st century local history into the collection and library events.	Change in racial demographics; need for library as a cultural center
Information Literacy training opportunities, including online resources.	Need to translate information into practical job skills

Major Service	Community Need or Demographic
Collaborative services with the local school district through a Joint Venture Project.	Expanded student library services and access to library professionals; integrated online catalog; after-school programs; literacy programs; outreach to adults through student programs

This Plan of Service integrates new services, expands existing services, and provides for evaluation and collaborative partnerships. The Library will assess the effectiveness of its response to community need by regularly reviewing this Plan's Goals and Objectives and their corresponding Service Indicators. The Library will offer the full spectrum of modern public library services, including collections, reference, circulation and reserves, reader's advisory, electronic catalog and online resources, meeting facilities, technical services and order requests, literacy services and bookmobile service through the WOW (Words on Wheels) Mobile.

The above services will be offered in an environment that encourages and supports National City's population of diverse cultures and languages, including:

- Bilingual/cultural and multilingual/cultural library staff;
- Recognition of and appropriate response to specific cultural characteristics that impact library service efforts;
- Positive reinforcement of children's education and programs to encourage making good lifelong choices.

The current library staff is highly aware of the physical, economic, and psychosocial barriers faced daily by library users. A local study, for example, (including students at the National City Adult Education Center) researching psychosocial barriers to computer access identified characteristics that hinder use of computers in multi-ethnic, low-income populations. The report's suggested remedies include community-based outreach, user-friendly contact with computers, and media campaigns.¹ NCPL has successfully implemented such "people-oriented" strategies for years and will sustain this effort to make NCPL a successful taxpayer supported service.

Research strongly suggests that the types of programs NCPL offers lead to improved standardized test scores, reduced crime, reduced dropout rates, and faster English proficiency. The National School District reports that STAR (SAT9) test scores for children who participated in NCPL's Family Study Teams (FaST) increased by three points in Total Reading and by four points in Language between 2000 and 2001. The District's second grade test scores have increased noticeably since students began participating in after-school reading programs taught by NCPL Literacy Services staff.

Studies also suggest that increased time spent with professional librarians positively impacts grades. The Joint Venture Project ensures optimum contact with an NCPL librarian/certified library media specialist. Furthermore, the library intends to respond to National City youths' need to supplement or provide family income by offering technology internship opportunities. In short, the Library Plan of Service enhances every existing effort to continue NCPL's success as a wide-reaching, culturally competent municipal service.

¹ Stanley, Laura, "Beyond Access," 2001 San Diego Digital Divide Study, UCSD Civic Collaborative

Mission Statement

Recognizing the cultural, linguistic and economic diversity of our community, the National City Public Library serves the informational, educational and recreational needs of all the residents of the community. It supports lifelong learning and personal enrichment by providing access to a variety of materials and current technology, a courteous and expert staff and a friendly environment.

Goals and Objectives

National City Public Library's Library Plan of Service is not limited to the chosen primary service responses; rather, they focus primary resources where they are most effective to meet National City's identified needs. They also take into account the level of similar services available in the community from other non-Library entities. NCPL expects these service responses to change over the next 40 years as demographics and library use patterns change. These documented goals and objectives, with meaningful service measures (indicators), will assist the library to implement quantitative evaluation of services and programs for future planning and resource allocation.

Roles and Responsibilities

Except where otherwise noted, National City Public Library is responsible for the implementation, evaluation, and strategic planning of library goals and objectives. Other collaborative partners, most notably, National School District, will be involved in daily library services and programs.

Within the overall service spectrum, key library goals and objectives are grouped into the following service responses:

- Basic literacy
- Lifelong learning
- Information literacy
- Cultural awareness
- Community gathering and group meeting space
- Community referral
- Formal Learning Support through a Joint Venture Project

Basic Literacy

NCPL has been offering formal literacy services for 17 years. The department has purposefully acquired staff, computers and literacy tutoring software, and a literacy materials collection. With a City illiteracy rate of 36%, demand for services is not expected to decrease. The Literacy Services Department is further described under Special Services.

This response includes English language learning tutoring and other resources.

Community Goal	Library Objective	Service Indicators
1. Every child and adult will have access to literacy improvement options and English learning support	1. Provide appropriate space for enrolled tutoring students.	1. Number of students with space needs met.

Community Goal	Library Objective	Service Indicators
	2. Offer literacy tutors through various programs to meet demand.	1. Number of students matched with qualified tutors.
	3. Offer computer literacy resources to meet need.	1. Number of computers with literacy resources offered. 2. Number of unique students using computer resources. 3. Number of unique students able to meet test goals.
	4. Offer quality family literacy programs to meet demand.	1. Number of programs available. 2. Number of families enrolled. 3. Number of families completing program requirements.
	5. Maintain school partnering literacy programs every year.	1. Number of school partnering literacy programs offered. 2. Number of children participating in programs.
	6. Reach users with few or no transportation options via the WOW Mobile.	1. Number of participants in WOW Mobile literacy programs.

Lifelong Learning

NCPL has long concentrated on developing services with a lifelong learning emphasis to meet its customers' needs for access to a variety of resources and programs. The Library has developed a highly culturally cognizant and discreet staff that mitigates the user population's tendency toward self-consciousness about asking for assistance or lack of literacy skills. Lifelong learning resources and programs also help offset the community's transient character by reaching customers at a young age and establishing the importance of reading and information services early on.

Community Goal	Library Objective	Service Indicators
1. All National City residents will personally benefit from a Library with adequate high quality collections, online resources, and programs.	1. Increase Library holdings to 3.3 items per capita.	1. Number of Library holdings per capita.
	2. Reach Library non-users with programs, circulation, or WOW Mobile.	1. Number of new registered borrowers. 2. Number of loans per year. 3. Number of new program participants. 4. Number of WOW Mobile users.

Community Goal	Library Objective	Service Indicators
	3. Offer personal enrichment programs for adults and children.	1. Number of participants in programs. 2. Level of participant satisfaction.

Information Literacy with technology emphasis

The American Library Association outlines the positive benefits of information literacy—the ability to find, evaluate, and use information—as leading to improved independent learning and social responsibility. A general trend in the City's library service needs is toward increasing information literacy, especially using electronic resources. NCPL's Community Computer Center's success and high level of use presage a growing familiarity with technical resources. Increased use of the new Library will also stimulate the need to evaluate users' self-reliance and actual ability to find and use needed information. To ensure practical user benefit, the Library will offer professional training or user help tools.

Community Goal	Library Objective	Service Indicators
1. Library users will have options for assistance and training with library research.	1. Offer quality reference services tailored to National City needs.	1. Number of users assisted by reference services.
2. Library users will have free or low cost access to and training on modern technology	1. Offer enough computers to meet need.	1. Waiting time to use a computer. 2. Number of users able to complete tasks within allotted time on computer.
	2. Offer a variety of computer training options and end user tools.	1. Number of unique individuals using computer tutorials 2. Number of users attending group training options. 3. Number of printed end user help tools, such as flyers, tailored to National City users.

Cultural awareness

This service response addresses National City's 21st century multi-cultural and multi-lingual populations and their heritages, art, literature, and performing arts. The new Library's Building Program calls for increased space for events and displays, many of which will serve the need for multi-cultural awareness and appreciation.

Community Goal	Library Objective	Service Indicators
1. Residents will have opportunities to help plan the Library's cultural or local heritage events.	1. Organize and manage a local committee to plan cultural programs.	1. Number of participants. 2. Number of meetings. 3. Number of cultural programs offered per year.

2. National City's residents will have free or low-cost access to locally produced cultural awareness programs.	1. Offer at least two cultural programs per year.	1. Number of cultural programs offered per year.
3. National City's residents will be encouraged to study and use Local History materials for school projects and personal enrichment.	1. Make the Local History Room visible and accessible to daily users.	1. Number of Local History Room users per day.
	2. Integrate contemporary local memorabilia into the Local History Room collection.	1. Number of appropriate items integrated into the collection.
4. National City residents will have increased options for foreign language materials.	3. Increase foreign language collections (percentage targeted in collection plan).	1. Percentage of increased foreign language collections. 2. Level of customer satisfaction with foreign language collections.

Commons

The Library Needs Assessment clearly demonstrates the existing building's inferior ability to offer meeting space and commons areas expressly tailored to enhance public interaction and discourse. Residents consider the Library to be safe, neutral, and supportive to their needs. This service response builds on that perspective to provide for small, medium, and large meeting spaces, as well as the improved size, décor, and furnishings of the main Library interior.

Community Goal	Library Objective	Service Indicators
1. Library users will be able to access free or low-cost public meeting space appropriate to specific meeting needs.	1. Increase total meeting space to accommodate need.	1. Amount of meeting space available. 2. Number of desired meetings able to be held in the Library.
2. National City's children and young adults will have specially designed Library areas.	1. Increase Children's and Adult's areas to appropriate sizes.	1. Ability of space to meet needs.
3. National City residents and users of Community Technology Centers other than the CCCor adult education centers will be able to meet using video conferencing technology at the Library.	1. Ensure video conferencing technology meets needs.	1. Number of video conferencing events held. 2. Number of people using video conferencing equipment.

Community Referral

The National City Community Needs Assessment concludes that National City residents are inclined to approach the Library as an initial connection to the larger world of social services. The library does not perform formal intake and referral services (I&R); however, it partners with community based

organizations, such as the Family Resource Centers, that do offer I&R. The WOW Mobile is key to NCPL's ability to extend referral services, reaching residents throughout the City in their own neighborhoods.

Community Goal	Library Objective	Service Indicators
1. National City Public Library will be a reliable source for residents to find help locating needed social services.	1. Continue collaboration and planning efforts with local social service and I&R providers.	1. Number of meetings attended and networking contacts maintained. 2. Number of joint planning efforts that support local I&R efforts.
	2. Keep current on local social services and how to contact them.	1. Number of up-to-date resources. 2. Number of successful referrals to agencies. 3. Number of formal and informal staff training sessions on local I&R and social services agencies.
	3. Enhance health referrals and other extended social services through the WOW Mobile.	1. Number of partnership programs brought to the public through the WOW Mobile. 2. Number of referrals made using the WOW Mobile.

Formal Learning Support

NCPL has partnered with National School District for close to 20 years and has had contractual relationships the District for over six years. The Joint Use Project submitted with this Proposition 14 application was selected to help meet the District's long term goals for improving library services while offering reciprocal educational services to the public. The Project is integral to NCPL operations and community service and its goals and objectives warrant separate attention within the overall Plan of Service. It is described more fully under the section titled Joint Venture Project.

Community Goal	Library Objective	Service Indicators
1. National City's students will benefit from expanded library services and technologies.	1. Establish a cooperative Family Literacy Center in a dedicated library area, run jointly with National School District.	1. Space, equipment, staff, and resources allocated to the Family Literacy Center. 2. Number of students participating in the Center's formal programs. 3. Number of general users of the Center's programs and resources. 4. NSD statistical data and other evaluative criteria, shared by the school district to help track student achievement.

Community Goal	Library Objective	Service Indicators
	1. Continue Shared Electronic Services through a wide-area network to extend NCPL collections access to students and families.	1. Number of appropriate resources committed to the continued wide area network and shared catalog.
	1. Continue and expand use of reference desktop videoconferencing through publicity and training.	1. Number of video reference transactions between the schools and the library and within the Library between departments. 2. Number of publicity tools and training sessions. 3. Number of NCPL and District staff trained to use the technology appropriately.

Types of services to be offered

National City Public Library (NCPL) solely provides overall operating services for its main Library facility. The Library's annual operating budget covers all services, including:

- Library administration: staffing, scheduling, volunteer coordination.
- Facilities and capital coordination: carpentry, capital projects and facilities. Services are provided by the City's Public Works Department.
- Technical services: book collection development policies, acquisitions, cataloging and processing and WOW Mobile materials processing. The Library also provides National School District (NSD) materials processing as described in relevant contracts.
- Circulation services; reserves, and oversight.
- Adult services: reference and readers' advisory; assistance with automated resources.
- Children services, reference and readers' advisory services, and technology as described in the technology plan.
- Public programs: children's and cultural programs, summer reading, publicity, graphics, translations, subject collection development and selection, special projects, displays, puppet shows, etc.
- Information system (computer) services and Community Computer Center, as described in the Technology Plan
- Literacy services: Adult, school age, and family literacy services, programs, computer software, resources, and tutors.

Staffing

National City Public Library will procure, furnish, and supply all labor, supervision, and supplies necessary to provide the library services. The library will employ 70 full and part time staff.

Total full-time equivalent (FTE) Librarians (ALA accredited or other)	5.31
FTE Special professionals	1.50
FTE Library Technician Assistants	4.00
FTE Other	17.77
Total FTE Staff:	28.58

Key Librarian positions are: Library Director, Principal Librarian, Children's Librarian, and Reference Librarians, and the Local History Librarian. Special professionals include the Literacy Services/Computer Center Director. The library has no current plans to increase staff. The new building's design is intended to maximize effectiveness of staffing levels now constrained by the existing facility's inefficiencies.

Programming

National City Public Library will provide a variety of children's and adult programming services, as the operating budget allows and in accordance with the goals and objectives described above. Plans to implement these services will begin on opening day.

Children's programs

The library will continue to provide regularly scheduled story hours for preschool age children, special programs, such as holiday events, and family events. Some activities and events will be held after school and during evening hours. Computer services will continue to be offered, including multimedia (CD ROM) software and family computer programs that encourage parents and caregivers to explore computers with their children.

Young Adult services

National City Public Library intends to develop and schedule pilot programs using paid teenage technology interns while simultaneously giving them training that will enhance their vocational opportunities. This service is a direct response to National City teens' need for wages and their interest in using computers at the library. Developing the youth program into a work-study program, with the potential to gain funding from Sweetwater Union High School District and Chamber of Commerce members, will allow the Library to train young people and provide valuable job opportunities. At the same time, Library staff will explore the possibility of sustaining the young adult program with Library funding. As in the past, grant funding has typically been the catalyst for increased levels of service to Library patrons. This project has great potential for adding on-going value to the existing technology program at NCPL.

Hours of Service

To meet customer demand for library services, NCPL proposed hours of operation are:

Day of week	Hours open	Total hours
Monday	10:00 a.m. to 8:00 p.m.	10
Tuesday	10:00 a.m. to 8:00 p.m.	10
Wednesday	10:00 a.m. to 8:00 p.m.	10
Thursday	10:00 a.m. to 8:00 p.m.	10
Friday	10:00 a.m. to 6:00 p.m.	8
Saturday	10:00 a.m. to 6:00 p.m.	8
Sunday		n/a
Total Weekly Hours		56

These hours will begin on opening day. Plans to increase Library service hours will depend on operating budget and customer demand.

Collections

NCPL's total projected collection will be 190,000 books, equivalent to 3.4 books per capita. The total takes into account withdrawal of outdated materials, for a net increase of 36,000 items, or 23.4%.

Collection development objectives will take into consideration annual budget, customer demand, and the above Library Objectives related to Collections. Strong literacy programs, such as FaST and the WOW Mobile, as well as the Joint Venture Project with National School District, increase the children's overall collection. Grant funding from a variety of outside sources will continue to augment overall collection development.

Collection development will also allow for growth in the multimedia collection, including introducing DVDs and music CDs. Multimedia materials are critical to supporting the needs of National City's 36%

illiterate population. The fully realized multimedia collection will total 20,000 items. The implementation plan to grow the book collection to the targeted total is:

Date	Estimated Number of Items	Percent of Total Projected
Opening Day	154,000	81%
Opening Day plus 5 years	166,000	87.4%
Opening Day plus 10 years	178,000	93.7%
Opening Day plus 20 years	190,000	100%

The implementation plan to grow the multimedia collection to the targeted total is:

Date	Estimated Number of Items	Percent of Total Projected
Opening Day	10,600	53%
Opening Day plus 5 years	13,733	68.6%
Opening Day plus 10 years	16,866	84.33%
Opening Day plus 20 years	20,000	100%

Special Services

Community Computer Center

NCPL's Community Computer Center (CCC) offers over 50 computers for use during open hours, including training, adaptive devices such as "talking software" for the vision-impaired, and technical support for users. Over 1,200 people use the Library's Community Computer Center every week; NCPL is a lifeline for low-income residents with no home computer. The CCC is open during Library hours. The Technology Plan in this document describes the CCC in more detail.

Literacy Services

NCPL's Literacy Services Department manages multiple services directly tied to National City's community need for literacy and English language learning. The following programs will operate from the new NCPL facility.

Adult Literacy Program

The Adult Literacy Program provides one-on-one tutoring and small group instruction for people desiring to improve their reading and writing skills. Overall, 24 tutors worked with 187 adults, averaging 127 participants (some duplicated) per quarter in FY 2000/2001. During its annual volunteer recognition dinner, the Library honors and acknowledges the tutors for their dedication. The Literacy Center offers English Language tutoring software with audio capability for students to hear pronunciation.

California State Library Families for Literacy Program: Forty-two eligible families participated in the weekly and monthly daytime and evening reading programs held at NCPL in 1999/2000. Of the children who participated, 44% speak Spanish as their primary language, 18% speak English as their primary language, and 38% speak another primary language. The program hosts 30-40 people every week, with one monthly "entertainment-based" evening program that draws up to 100 people. Over 450 families participated in the total reading programs provided by NCPL in FY 1999/2000.

National City Public Library's WOW (Words on Wheels) Mobile

NCPL inaugurated the WOW Mobile in June 2001 to answer to the critical need to penetrate residential neighborhoods to bring books, computers, and literacy tools to people without transportation access to the library. The WOW Mobile is funded through Proposition 10 with a grant from the California Children and Families Commission, the California State Library and the San Diego Children and Families Commission. National City Public Library was the only San Diego County recipient of a new bookmobile in 2001. Equipped with two computer stations, a TV and VCR, and a wheelchair ramp that converts to a puppet stage, WOW Mobile served 7,729 between July 2001 and March 2002 and issued 338 cards. The WOW Mobile plays an active role in disseminating health-related information and referrals.

NCPL's WOW Mobile serves each of the 10 National School District (NSD) sites. The WOW Mobile visits each school at least two times a month, including the district's Child Development Center for preschool-age children. The WOW Mobile is especially beloved by the preschool-age children because the K-6 site libraries are unable to offer age-appropriate books for them, and this library on wheels is to them, their library. The District provides training and programming for WOW Mobile staff, and in addition to book distribution, classes are offered on literacy and health issues.

Relevant Community Services or Partnerships

Friends of the National City Public Library

NCPL will continue its positive relationship with its Friends advocacy group and will include space and amenities in the new library for the Friends to improve their ability to raise maximum funds for library materials.

National School District (NSD)

National City's Community Library Needs Assessment documents the strong relationship between National City Public Library (NCPL) and NSD. Both entities have invested significant resources into shared responsibility for excellence in the District's K-6 education, which are limited only by the inferior condition of the existing library.

This Plan of Service establishes an opportunity to extend the District's Plan for Library Services with continued services, including a strategic plan in the form of a Joint Venture Project.

Specific partnerships between the two entities that the new facility will bolster include:

Shared catalog and automation system: NSD contracts with NCPL to provide District school libraries with an automated catalog and circulation system through a wide area network. Students, teachers, and parents can search the collections of the schools and the Public Library from either location or from other remote locations. Daily delivery is provided to route materials to and from the public and school libraries.

Shared reference services: NCPL technicians installed video desktop cameras with audio on computers at each NSD school library and the NCPL reference desk, and then trained the library media specialists to use them. The District pays for a half-time **shared certificated librarian** with a Library Media Specialist credential as well as a Masters in Library Science (MLS) at NCPL to provide professional library support and training for the school library specialists.

California State Library English Language and Literacy Intensive (ELLI) Family Study Teams:

Working with NSD, NCPL's staff offers after school Family Study Teams in the form of twice-weekly 90-minute sessions that incorporate stories, reading and small group literacy activities. The groups meet at each of NSD's 10 elementary schools, plus one in the library's community room. The students' parents join them for one session per week. The program served 1,100 students and 675 parents/guardians in FY 2000/2001. The District reported STAR (SAT9) test scores for participating children that increased three points in Total Reading and four points in Language between 2000 and 2001.

Reading is Fundamental (RIF) book distribution - NSD, NCPL, and the Friends of the Library together distributed 10,082 books to students January 2001. In this successful and popular program, NCPL coordinates the literacy celebration day's activities, develops the flyers/book coupons for mass distribution to each student in National City, and organizes the RIF book distribution. The school district distributes the flyers and provides volunteer support for the set-up of tables, chairs, canopies, etc. This event owes its success to the many volunteers from the public library, the district and the community at large.

Fifth Grade Library Program: The public library provides services to NSD fifth grade students to assist them in developing research skills. This weeklong program, offered to all NSD fifth graders is co-taught by the public librarian and classroom teachers. To accommodate this program, the public library opens early for these students and their teachers. The students use the Community Computer Center and the Local History Room.

Christopher Ewing Writing Contest: This collaborative effort, named for a long-time National City librarian and literacy advocate, is a joint effort between NSD teachers and the National City Public Library, aimed at improving student literacy through writing. The contest is open to students in grades K-6. Teachers support the public library staff in the contest judging, and the public library provides books to each of the winning participants.

CBET (Community-Based English Tutoring Program): CBET is an NSD program to help parents learn English so they can assist their children in their education. This program is supported by NCPL through the distribution of free books and parental use of their Community Computer Center. In addition to general computer use, parents are provided the opportunity to widen their world using the video conferencing center.

Clerical Library Assistance: Because the library media specialists in the school district (NSD) have a unique clerical need, requiring some knowledge of library procedures, NCPL provides part-time clerical/shelving assistance to schools on an as-needed, contractual basis. A pilot program has also been implemented at one school site, through which the district contracts with NCPL for paraprofessional assistance. This extra assistance allows time for the school library media specialist and the shared credentialed librarian to work together with students and faculty on developing research skills.

Shared Statistical Data: NCPL and NSD have recently been able to share student statistical data. This data sharing has enabled the public library to more accurately gauge literacy levels and is yet another aspect of the resource sharing that takes place between these two agencies.

Connectivity Through San Diego County Office of Education: Through the Wide Area Network, NCPL obtains Internet services/access through the San Diego County Office of Education, which allows the Library to offer shared online catalog services with NSD.

Joint Venture Project

The Joint Venture Project providing a Family Literacy Center and Shared Electronic Services is a significant partnership effort between the NCPL and NSD. The Library will monitor this agreement for long-term services and benefits to the general public and to the K-8 student community. Details are provided in the Agreement and below.

Community-based partnerships

The WOW Mobile will continue to reach preschoolers and parents in their neighborhoods and at daycare centers. The WOW Mobile has a significant health care component that offers I&R services, in addition to NCPL books, computers, and library card registration.

Joint Venture Project

National City Public Library (NCPL) has entered into a Joint Use Cooperative Agreement with National School District (NSD) to operate a Family Literacy Center and Shared Electronic Services that will benefit both the general public and NSD K-6 students. These combined choices respond to the community's and schools' identified needs for basic literacy services and electronic support that extends services outside the Library's physical walls. The choice of Shared Electronic Services ensures the schools will continue to benefit from NCPL's cutting edge technology as it initiates emerging 21st century formats and protocols. It specifically responds to the District's Plan for Library Services, which documents intent to develop a strategic plan to utilize NCPL's videoconferencing capabilities to make the technology useful to students.

Although NCPL and NSD currently offer these and other pioneering partnership services, the existing library's facilities have precluded optimal outreach and program development. As described in the Community Needs Assessment, children and families who participate in after school and evening programs must contend with constraints in meeting room size and location, lack of private nooks or study areas, lack of modern amenities for craft or performing arts events, and limited ability to create a special story time area. Moreover, today's activities and events always disrupt the entire library.

To remedy these problems, the Joint Use Project will be planned into a designated special area in the children's section and the Library's meeting rooms. The specially decorated and equipped areas will communicate to the public and to the City's students the importance of literacy and education and will reinforce the cooperative work of the Library and schools together.

Roles and responsibilities

NCPL and NSD have defined roles and responsibilities for the Joint Venture Project, including planning, implementation, supervision, and administration. NCPL will plan, in coordination with NSD, the services to be offered from the Family Literacy Center. NCPL will have responsibility for the implementation, supervision and management of the services. The City, through NCPL, will provide for the shared electronic and telecommunication library services, including hardware and software to provide shared catalog and circulation services to the 10 school libraries. NCPL will provide training and support for NSD personnel in the use of the system.

NSD will provide student and family referral to the programs. Teachers will identify and refer students to the program. Parents as Teachers (PAT) educators (paid NSD staff who work with babies and children ages 0-5 on 1) school readiness, 2) home support and 3) referral to other programs) will refer families to the programs, will provide instruction at the sessions, and will conduct home visits. NSD staff will provide professional development on literacy strategies for after-school coaches, and will share statistical data to better track student achievement. To extend the shared electronic services at the schools, NSD will provide desktop computers in the school libraries for the Library Media Specialists and for student access to the shared catalog.

The Joint Use Cooperative Agreement, signed by both parties will govern the project's implementation, funding, staffing, and evaluation. Execution of the Agreement calls for:

Family Literacy Center

The new Library will house an area for tutoring and instructional activities to improve the ability of K-6 students and their parents or caregivers to read and write English and to develop lifelong learning skills. The services include:

1. **Family Literacy programs for children and parents or caregivers:** Family Literacy sessions will be provided twice a week for two hours per session. These fun learning experiences engage children and their parents or caregivers in literacy activities. A monthly Family Literacy Celebration provides an opportunity for the entire family to visit the library and participate in a story time and book raffle.
2. **After-school literacy programming for students and their parents or caregivers, including small group instruction and one-on-one tutoring and free reading:** This family-based learning program will offer services five days a week, up to four hours per day. Students receive services twice a week and the family participates in the third session. Participant achievement will be evaluated based on data shared by NSD and the District will provide professional development for NCPL staff.

Shared electronic and telecommunication library services

1. NCPL and NSD will support the existing wide-area network among the Library, the District Office, and all 10 school sites. The network will enhance teaching and learning and resource sharing through a shared catalog and circulation system and through reference desktop videoconferencing. Students, teachers and parents can search the collections of all 10 NSD libraries and NCPL from either location and from remote locations. Daily delivery will be provided to route materials to and from NCPL and the school libraries.
2. Students, teachers and parents will be able to interact with the professional librarians at NCPL's reference desk through the desktop videoconference equipment installed at each NSD school library and on a desktop at NCPL's reference desk. NSD and NCPL will focus on making this technology relevant and useful to student research needs.

Reciprocal benefits

The Joint Venture Agreement reciprocally benefits all NCPL users and NSD students, parents, and staff. Literacy services are foundational to NCPL's mission and users will be able to access special computer programs, scheduled activities and events, and many other resources available in the new dedicated space. NCPL's existing volunteer program, with support from the City, will also provide one-on-one tutoring for children and adults. Volunteers will be used to assist with the after-school literacy program and the monthly Family Literacy Celebrations. Finally, years of experience providing cooperative student services through NSD verify that these programs are highly successful in reaching adults who need help learning to read.

Jurisdiction-wide service

National City Public Library (NCPL) is in danger of losing its ability to meet essential community needs.² The building has served the community for nearly 50 years. Its positive impact on residents' lives is daily and immediate, whether a child completes a book in a literacy program or a father prints his resume in the Community Computer Center. Users trust and have confidence in the staff; the library is a safe haven in an often-violent City. Programs run the gamut from individual- to family- to community-oriented, and the staff successfully manages up to 22 of these programs daily, yet analysis shows a poor ability to meet anticipated demand. The City is committed to continuing this municipal service to enrich citizens' lives today and well into the 21st century; to do so it needs a state-of-the-art facility.

This is the City's only public library and it has no official branches; however, NCPL has successfully extended professional library services beyond its physical walls into 10 elementary school sites and into neighborhoods through partnerships with schools and community-based organizations that depend on this originating hub. This impoverished City with a multi-lingual population and 36% illiteracy depends on the Library for survival-related information, programs, and assistance. The Library is the City's front line opportunity to enrich citizens' lives, yet 21st century demand for library services is exerting ever-increasing constraints on the existing facilities, severely limiting its potential and creating yet another barrier for residents to tolerate or overcome in their quest for education and social services.

The City's young population responds well to technology innovations. The Library's Community Computer Center serves 50,000 users annually, who create resumes, search for jobs, and use e-mail. The Library's literacy services are state-of-the-art, mixing computer solutions with individual tutoring and family activities. The Library currently serves National School District's 6,600 K-6 students by providing clerical library assistance and shared professional staff; a shared online catalog and automation system; shared reference services at each school site using digital video technology; California State Library English Language and Literacy Intensive (ELLI) Family Study Teams; California State Library Families for Literacy Program; Reading is Fundamental (RIF) book distribution; the Christopher Ewing Writing Contest; CBET (Community-Based English Tutoring Program) reaching parents and caregivers; shared statistical data to aid program evaluation; and electronic connectivity through San Diego County Office of Education. The school district could not offer these programs on its own; the partnership profoundly improves school library service, positively impacting students and families. The WOW (Words on Wheels) Mobile, reaching preschoolers and parents, and overcoming residents' lack of transportation is a partnership with the schools and several local collaborative organizations.

These projects will benefit from relocation to a modern building with space and infrastructure designed to support in-house and satellite services. The Library and the National School District plan to continue their library services relationship through a Joint Venture Project for a Family Literacy Center and Shared Electronic Services, ensuring continued outreach and presence at the schools and the positive ripple effect of reaching parents and caregivers. Thus, the Library's new site on the primary automobile and mass transit route maximizes and improves services to visitors to the physical building as well as to thousands of remote residents.

² On becoming essential: An agenda for quality in twenty-first century public libraries. (Perspectives on Quality in Libraries) *Glen E. Holt. **Library Trends***, Winter 1996 v44 n3 p. 545(27)

Technology

Executive Summary

National City Public Library (NCPL)'s technology goals for the new Library will continue to focus on four main areas: free and equitable access, free training, community collaboration to maximize funding and reach of services, and sustained electronic connectivity throughout the City. As NCPL plans for new facility, a reasonable expansion of the technology infrastructure will enable the Library to reach further into the community ever more rapidly, ensuring modern computer capability to a community that would otherwise be restricted from such access. The transition to the new library facility will include a community technology component already proven capable of meeting key sustainability factors.

National City Public Library has always been a pioneer in using technology to leverage its small size to best serve its community. The Library automated in the early eighties and offered its first dial-up access in 1992. NCPL has been running *epixtech* DYNIX cataloging software for the Library and the National City School District (NSD) since 1990, and has been offering Internet access to patrons since 1994.

Community Computer Center

A 1996 electrical and wiring upgrade for the 1954 building helped provide an adequate backbone for the increasing technology infrastructure, and staff steadily initiated programs and training. Since the Community Computer Center (CCC) opened in 1997, NCPL has expanded it from 20 to 50 personal computers for sign-up use by patrons, along with a full schedule of software training programs.

Anticipated use of the CCC at over 50,000 users per year places technology as one of the strongest demands on the public library. Research lists possible outcomes of Community Technology Centers (CTC) like NCPL's CCC—increased job skills and access to employment opportunities, positive outlook on education, increased civic participation, and social and community connections—that directly match NCPL user needs. Current NCPL evaluation shows success consistent with these outcomes, as documented in *Evaluation of Internet Use at the National City Public Library's Community Computer Center*.³

Shared technology and distance learning

The Library completed a retrospective conversion of the NSD school libraries in 1995. The Library's shared electronic services with National School District now include Face-to-Face virtual reference services, through which a user can simultaneously see and talk to a reference librarian while sitting at the computer. The Library has introduced video conferencing technology for groups and literacy instruction software with an audio component, allowing users to hear and practice English pronunciation.

National City Public Library established a small videoconferencing facility for groups in the community to access interactive information and provide training for library and school library staff. The local business community and city government uses the technology to establish video-based information sharing and training programs with other cities to enhance the business climate in National City. NCPL's Children's Program uses the facility to visit other libraries and agencies, opening the world to children that frequently have never traveled outside the city limits. The National School District's Community-Based English Tutoring (CBET) Program and the district's Science Academy use the videoconferencing equipment to expand their programs. This service brings important information and interactive

³ Susan Phares, Department of Educational Technology, San Diego State University, December 17, 2000.

programming to the centrally located library and figuratively opens the doors to the outside world beyond the City's borders.

Despite this progressive implementation of technology, and in light of the dire economic, illiteracy, and unemployment challenges this community faces, the citizens of National City continue to be victims of the "digital divide," a nationally used term indicating the difference in available computer access between poor people and those in more affluent areas. The existing library is barely able to house its current level of technology; strong concerns center on the power load and the location of computer servers and routers in a converted HVAC closet that exposes the equipment to leaking coolant, resulting in at least two prolonged system outages within the past year.

National City's Technology Plan

National City's Library Building Program will outline the primary considerations during the design process that impact the technology system. In general, the new plan must make conduit and cabling accessible throughout the building and connecting breezeways, must offer power/data/voice ports on furniture and throughout the floors or power columns, must distribute ports throughout the book stack areas to accommodate future rearrangements, and must be well documented for easier maintenance and upgrades. It must be flexible enough to accommodate emerging technology needs, especially wireless connectivity within the building and out of the building to a wide area network.

The following technology services will form the new library's core infrastructure. The Library Building Program further expands these basic services.

Community Computer Center (CCC)

- 60 Internet access workstations
- Five (5) desktop video cameras
- Two (2) scanners; 1 digital camera
- Smart board; Proxima projector
- Networked printers

Dedicated distance learning room with Polycom room-size videoconferencing unit

Literacy Services computers

- Five (5) public workstations

Main library reference and online databases

- Eight (8) public workstations

Shared catalog and circulation system with NSD

- epixtech* library automation system
- Database for copy cataloging

Children's computers and multimedia

- 10 public workstations
- 10 CD ROM drives

Face-to-Face video reference services within the Public Library and between the Public Library and the 10 schools

Through Library Services and Technology Act (LSTA) funding NCPL installed five desktop videoconferencing reference assistance computers in the CCC that connect with the reference desk located in the main public access area of the library. The Children's department also has a video unit installed. Patrons using the CCC for research can use the computer to ask the Reference Librarian for assistance with their information search. The Reference Librarian, using NetMeeting software in conjunction with the desktop videoconferencing unit, can share text and Internet sources on-line, demonstrate and facilitate effective searches, and communicate directly and visually with the patron in the CCC, providing the needed information. In addition, a document camera allows on-line sharing of materials from the library's print collection. Desktop videoconferencing is also installed at each of the 10 school libraries in NSD, which serves 6,600 pre-school through grade six students in National City. The technology offers a reference access

tool for the library assistants who operate the school site libraries. Students and parents also seek assistance from a NCPL reference librarian at school site libraries.

Existing Technology

To support the existing functionality, NCPL has invested in the infrastructure described below:

- 98 personal computer workstations - Pentium based units, adequate RAM, disk space and video monitors
- 1 Apple Macintosh workstation
- LAN Wiring - 150 locations wired with 10BASET Category 5 UTP, terminated in Category 5 patch panels and 3COM Stackable Hubs
- CISCO 4700 Router - 8 port ISDN module, 2 port Ethernet module
- 2 CISCO 2600 Routers with T1 WIC and 1 Ethernet port
- Sun SPARC UNIX workstation running Checkpoint Firewall software and WEB PAC
- T1 Frame Relay Internet connectivity through San Diego County Office of Education (SDCOE)
- NetWare File Server providing security, file, print and GroupWise Email
- NetWare based CD ROM Server supporting 20 CD drives for collections
- Sun 450 server supporting the *epixtech* DYNIX catalog software
- Sun Netra Web Server
- Sun Netra Email Server
- Sun Netra Multimedia Server
- Video Teleconferencing system pilot
- Turn-key network support contract with VeroTek for network maintenance
- Associated UPS, cabling, etc. to support the technology

Planned Functionality for New Library

To further leverage its ability to deliver technology services to the community, NCPL plans to add or increase the following functionality:

- Reduced equipment costs as new technology prices come down
- Increased space efficiency with smaller hardware units
- Faster and easier check-in/check-out to control staff costs
- Quicker Internet response time
- Increased training offered in the Community Computer Center
- Improved patron access to the catalog and CD resources
- Additional services made available through the NCPL web site

- Added content areas to the multimedia system
- Added staff training to ensure end-user support

Planned Technology

The Library plans to add or expand several key pieces of the infrastructure to achieve planned functionality include the following strategies:

- Thin client terminals to replace bulky traditional PCs
- Higher bandwidth (T3) or multiple T1 connectivity to SDCOE and the Internet
- Additional higher speed Hub modules to support the throughput
- Increased staff training
- Increased network support and maintenance
- Increased programming to support web and multimedia applications
- Wireless circulation services

Software

Main Library Public Workstations

All OPACs are running PAC 4 Windows (Graphic Interface to the Library Catalog)

OPACs

Library Catalog

Online Resources

Encarta Research Products

Phone Disc

24/7 Ask A Librarian

Children's Room OPACs

Library Catalog

Encarta Research Products

Reference Internet Stations:

Catalog

Online Resources:

Ebsco Magazine Article Summaries

Electric Library

24/7 "Ask the Librarian"

Grolier Products- Encyclopedia Americana

Grolier Multimedia

New Book of Knowledge

America the Beautiful
Nueva Enciclopedia CUMBRE

Netscape
Microsoft Internet Explorer

Encarta Research Products:
Encarta Encyclopedia
Interactive World Atlas
Research Organizer
World English Dictionary

Phone Disc

Homework Help

Community Computer Center Software

Clip Art

Masterclips 35000 Premium Image Collection
Masterclips 1000 ClipArt

College Preparation

Apply '98 College Applications
Kaplan Succeed in School
Kaplan-Paying for School
Kaplan-ACT Preparation
Kaplan-Apply Multimedia Center Demo CD
Multimedia Career Center Demo CD

Desktop Publishing

The Print Shop Premier Edition
Print Master Gold Publishing Suite Ver. 3.0
Rugrats Print Shop

Drawing Programs

Art Dabbler Ver. 2.1.2
Corel Draw! Ver. 6 Unleashed
Print Artist Ver.3.0

Educational Games

Contest Ideas by Think Quest
Jeopardy!
LEGO Preschool
Mayaquest-The Mystery Trail
Railroad Tycoon
Sim City
Sim Life
Sim Tower
Sim Town
The African Trail
The Amazon Trail
The Oregon Trail

The Oregon Trail II
Titanic-An Interactive Journey
Treasure Mountain
Trivial Pursuit
Where in the USA is Carmen San Diego
Where in the World is Carmen San Diego

ESL Program

Learn to Speak English

Federal Tax Programs

2001 Federal Tax Program

Job Reference

What Color Is Your Parachute?

Letter Making Program

BusiModel Business Letters

Mathematics

Math Advantage 2002 Statistics
Math Advantage 2002 Pre-Algebra
Math Advantage 2002 Algebra I
Math Advantage 2002 Algebra II
Math Advantage 2002 Trigonometry
Math Advantage 2002 Pre-Calculus-Calculus
Math Advantage 2002 AP Statistics Bonus
Math Advantage 2002 AP Geometry
Study Works Mathematics
Pre-Algebra World by CTC
Algebra World by CTC

Photo Publishing

Avid Video Shop Ver. 2.0
Cosmopolitan Virtual Makeover

Looney Tunes Photo Print Shop
Photo Project CD

Quicken Family Lawyer 2001 Deluxe
Castles of Spain

Reference

World Book Information Finder
Grolier Multimedia Encyclopedia
1999 World Book Medical Encyclopedia
World Book How to Study
World Book American Reference Library
McCube
National Geographic The Presidents
Historical Statistics of the United States
The Rosetta Stone Language Library
Multimedia Vocabulary
California Minerals and Mines

Resume Programs

Winway Resume
Resume Maker

Typing Programs

Mavis Beacon Teaches Typing
Mario Teaches Typing
My Type Artist

Web Site Designing

Adobe Home Page 3.0

Children's Room Multimedia workstations (CD and Desktop)

Arthur: Brainteasers
Arthur: Computer Adventure
Arthur: Math Carnival
Arthur: Teacher's Trouble
Arthur: Birthday
Barney's Farm
Barney's Circus
Barney's Sea
Big Science Ideas
Blue's ABC
Carmen SanDiego Time
Carmen SanDiego World
Carmen SanDiego USA
Cat in the Hat
Clifford's Reading
Dinosaurs Explore
Dr. Suess ABC
Franklin: Learns Math
Franklin: Reading World
Just Grandma and Me
Koi and the Kola Nuts
Leopard
Little Monsters
Muppets

Freddi Fish: Haunted Schoolhouse-2
Freddi Fish: Stolen Conch Shell-3
Freddi Fish: Hogfish Rustlers -4
Harry Potter
Math with Pooh
Monsters, Inc.
Microsoft Word
MSB Earth
MSB Human Body
MSB Rainforest
Lego
Logic Quest
Oregon Trail 2
Reader Rabbit Kindergarten, 1st Grade
Rugrats
Spy Fox 1 & 2
Spy Fox Dry Cereal
Stellaluna
Spy Fox Some Assembly Required
Treasure Galaxy
Treasure Mountain
Waldo's Geography

Training

Library Users

There continues to be a huge need for individual and group instruction and assistance using computers and other technology. Professional staff will expand existing programs and continue to search for outside funding for excellent technology programs.

Library Staff

NCPL serves as a training facility for InfoPeople, partially funded by LSTA. Staff receives free tuition and ongoing opportunities for on-the-job and outside training. Staff maximizes training by bringing training back to colleagues on both library-specific and general computer application software.

Support

The Library and the City have existing dedicated technology support staff and access to outside expertise as needed.

How Technology will Meet National City's K-8 Students' Needs

The second of two prongs of the Joint Venture Cooperative Agreement between NCPL and National School District (NSD) is Shared Electronic Services. This agreement addresses NSD's documented desire to increase effectiveness of shared technology, especially videoconferencing abilities between NCPL and the 10 school libraries. Best practices and uses for this technology are only now emerging; however, in a city of underprivileged students with few transportation options, technology overcomes several barriers at once:

- Connects students to computers not likely found at home;
- Increases student-librarian contact;
- Increases school media center contact with professional librarians;
- Alleviates the need to travel to the library to ask a question or see a resource;
- Increases the number of library resources available to the student.

All of these needs were discerned in the Community Library Needs Assessment as being critical to NSD goals for library services. Other technology solutions in NCPL's technology plan, such as the shared catalog, coupled with daily delivery of NCPL resources to school sites, and ever increasing access to online databases and educational resources bring the global spectrum of literacy and information tools home to these 6,600 students living in one of the poorest cities in the United States.